



**DESAI**

Desai  
Management  
Consulting

Technology  
for Tomorrow

U.S. registered 501(c)(3) non-profit

***Enabling Your Rapid Transformation***

Strategy Planning      Process Analysis      Project Management

Achieving your strategic vision through project and process management

## Welcome to the 4Q 2013 DMC Newsletter

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### Latest News

#### Consultant of the Quarter Award

DMC is proud to announce our Consultant of the Quarter for 4Q13. This is a member of our team who illustrates through hard work the flexibility, values and strengths DMC is famous for. For 4Q, the honor goes to **Josh Kreiger**.

Josh has been a member of the DMC team for over a year, and is currently working at the State of Vermont as a Project Manager for the State's Health Insurance



### From the Corner Office

#### Happy Holidays!

It seems impossible, but here we are once again at year end, looking forward to the holiday season, and a more relaxed pace with family and friends. Looking back on all that has happened in 2013, it is ever more important to thank [our clients](#) for their trust in us to provide business value.



I would also like to thank [our staff](#) for their role in our success. We continue to grow, adding experience and skills in project and business process management and operational leadership.

As we enter 2014, there are some changes in store for DMC. Most notably will be our outward appearance, as we're undertaking a formal branding project to upgrade our appearance online and in our materials.

In closing, as always I encourage you to use this holiday time wisely - personally as a cherished time with friends and family and special events, and professionally as a time to recharge your batteries and give thought to next year. Thank you for your continued support of DMC, and for making us a trusted partner in your business success.

#### Technology For Tomorrow (T4T) News

Just a reminder to take a look at what's going on with our 501(c)(3) nonprofit partner, [Technology for Tomorrow](#) (T4T). Exciting things

Exchange - Vermont Health Connect.

He brings a strength and energy to the job that is of great inspiration to his teammates, and his customers rely on him heavily to lead the way forward. In his spare time, Josh enjoys time with the family and learning to cook, and is looking forward to snowboarding season. DMC would like to thank Josh for his leadership, work ethic and endless focus on the client and delivering value.

### PMP Boot Camp News & April 23-25, 2014 Course

November's Boot Camp saw a milestone for DMC - our 100th student in attendance!

You can help continue to grow the population of Boot Camp veterans by attending our next session, to be held April 23-25, 2014 in Burlington Vermont. An early bird discount of 15% is available to those who register by February 15, 2014.

[Click here](#) to find out all the details of the course.

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### Quick Links

- [Our Website](#)
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are happening that you can be a part of. Check it out!



## Technology for Tomorrow

### For the Practitioner

#### Don't Let Change Manage You!

No project is forever locked in time - changes occur all around. Whether the changes involve policy, process or tools, someone is impacted, and how well they are prepared for the impacts very often governs the overall success of the project.

Despite your best planning efforts, you and your stakeholders inevitably encounter changing conditions that are beyond your control.

Planning for change is an important aspect of every project, and one of the greatest insurance policies for its success. There are many formal methodologies available for accomplishing change, and we can help you understand their pros and cons.

To help interest you in learning more, the Project Management Institute tells us that "*Organizations that report being highly effective at Change Management are 117% more likely than less effective organizations to report increased success with new initiatives.*"

Knowing how to successfully incorporate the changes brought about by a new project or initiative is a critical skill that is highly sought out and valued. If you'd like to learn more about the methods and tools available, please [contact us](#).



### At the Client

#### What Have We Learned Recently?

Once a project is completed - in total, or a major phase - it is useful and timely to reflect on what worked well with the project and what could be improved upon.

An After Action Review exercise can be held at any time during a project, not just at completion. Groups that are frequently included in such a review are stakeholders, users, customers, governance, and vendors.



From our experience, it is most useful to go beyond the basic questions of "*What worked well?*" and "*What would you do differently?*", to instead probe on specific topics, such as:

- What changes to scope, to costs, to resources, and/or to the

schedule occurred during the project? Were they managed properly?

- How were project resources estimated, as well as the project schedule? How accurate was the estimating?
- Did we do a proper job in identifying and managing risks, to include rigor in mitigation and defining contingency plans?
- Are there things about the technology, the organization (how we work), the project, etc. that others might benefit from knowing?

Only by digging into the details, can we gather the most actionable information. No subjects are off-limits, as the lessons we learn can be invaluable to related projects and teams. Despite its usefulness, this can be one of the hardest disciplines to establish and maintain, especially in large, complex environments with constant time pressures, and yet the rewards can be plentiful.

Please [contact us](#) if you'd like to learn more about Lessons Learned exercises, as well as other aspects of managing large, complex projects.

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